CommandCenter®
Secure Gateway

CC-SG
User Guide
Release 3.0

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Ask for Technical Support – Monday through Friday, 8:00am to 8:00pm, Eastern.

For assistance around the world, please see the last page of this guide for regional Raritan office contact information.

Safety Guidelines

To avoid potentially fatal shock hazard and possible damage to Raritan equipment:

- Do not use a 2-wire power cord in any product configuration.
- Test AC outlets at your computer and monitor for proper polarity and grounding.
- Use only with grounded outlets at both the computer and monitor. When using a backup UPS, power the computer, monitor and appliance off the supply.

Rack Mount Safety Guidelines

In Raritan products which require Rack Mounting, please follow these precautions:

- Operation temperature in a closed rack environment may be greater than room temperature. Do not exceed the rated maximum ambient temperature of the appliances (please see **Appendix A** in the **CC-SG Administrator Guide** for additional information).
- Ensure sufficient airflow through the rack environment.
- Mount equipment in the rack carefully to avoid uneven mechanical loading.
- Connect equipment to the supply circuit carefully to avoid overloading circuits.
- Ground all equipment properly, especially supply connections, such as power strips (other than direct connections), to the branch circuit.

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Chapter 1: Introduction

This document is intended for users who have been granted the Ports Access privilege and have access to particular ports (target servers) that are attached to Raritan devices, generic devices (hub, Windows server, or Cisco router), or IPMI servers. With the Ports Access privilege, you can connect to ports, create custom views, search for ports, bookmark ports, and use port chat to talk to other users who are connected to the same port. The Active Ports and User Data reports are also available.

Prerequisites

Before connecting to a port and managing them, the ports need to be configured as well as the application that is used to connect to the port. Please see Raritan's **CommandCenter Secure Gateway Administrator Guide** for additional information.

Terminology/Acronyms

Terms and acronyms found in this document include:

- **iLO/RILOE**—Hewlett Packard's Integrated Lights Out/Remote Insight Lights Out servers that can be managed by CC-SG. Data between CC-SG and iLO/RILOE device is SSL encrypted. Targets of an iLO/RILOE device are powered on/off and recycled directly.
- **In-band Access**—going through the TCP/IP network to correct or troubleshoot a target in your network. KVM, Serial, and Generic devices can be accessed via these in-band applications: RemoteDesktop Viewer, SSH Client, VNC Viewer.
- **IPMI Servers (**Intelligent Platform Management Interface)—servers that can be controlled by CC-SG. IPMI are discovered automatically but can be added manually as well.
- **Out-of-band Access**—using applications such as Raritan Remote Console (RRC), Raritan Console (RC), or Multi-Platform Client (MPC) to correct or troubleshoot a KVM or serial managed target in your network.
- **Ports**—are connection points between a Raritan Device and a target system or server. Or, a port can be a device that is directly connected to a LAN/CC-SG via In-band access. In CC-SG, you click on a port to access and manage the target. The port is essentially the destination system and should be named appropriately for that system, for example, **NYC_SunSRV1**.

New 3.0 Features

These features are now available in CC-SG 3.0:

***Note**: If viewing a PDF file, click on the page number to navigate to the location in the document where the feature is described.*

FEATURE	LOCATION
Port Chat	Page 22
Bookmark Ports	Page 23
Search for Ports	Page 24

Chapter 2: Accessing CC-SG

You can access CC-SG in two ways, each described in this chapter:

- Through a browser: CC-SG supports numerous Web browsers (please see the Compatibility Matrix on http://www.raritan/support and click Firmware Upgrades then CommandCenter for a complete list of browsers and platforms).
- Through a standalone client: Install the executable from the included CD and run this instead of using the browser-based applet. This executable functions exactly like the downloaded applet.

***Note**: Users can be connected simultaneously, using both the browser and standalone client while accessing the application.*

Before You Begin (Browser Only)

CC-SG is accessed via a web browser from a users PC. Please verify the following.

JRE

The browser must have the correct version of Java Runtime Environment installed to function correctly with Raritan products. To check the version you are using:

1. Open **Control Panel**.
2. Click **Add or Remove Programs**.

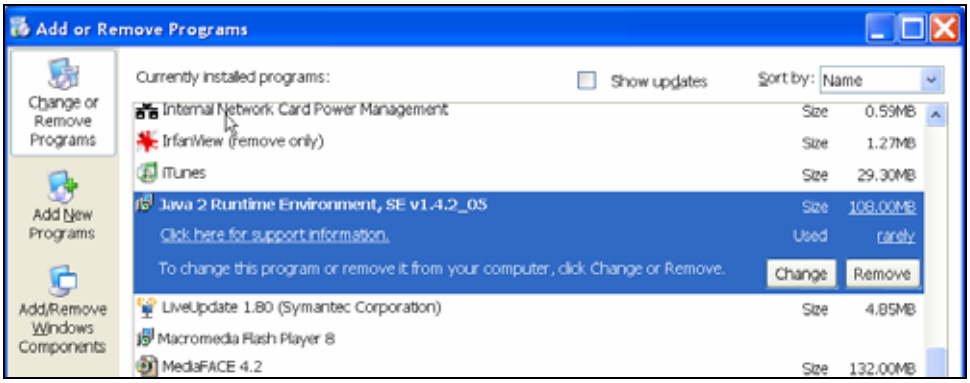

Figure 1 Verify Java Runtime Environment (JRE) version

3. Verify that your Java version is compatible with your CC Secure Gateway release. See the Compatibility Matrix on http://www.raritan.com/support. Click **Firmware Upgrades**, then **CommandCenter**, then **Compatibility Matrix**.

To upgrade to the correct JRE version, go to **http://java.sun.com/products/archive**.

Disable Pop-up Blockers

The PC should have all pop-up blockers disabled as well as any firewall software such as XP SP2 that is enabled by default. To disable pop-up blockers:

1. Open **Control Panel**.
2. Click **Internet Options**.

3. Click the **Privacy** tab.
4. Deselect **Block Pop-ups**.

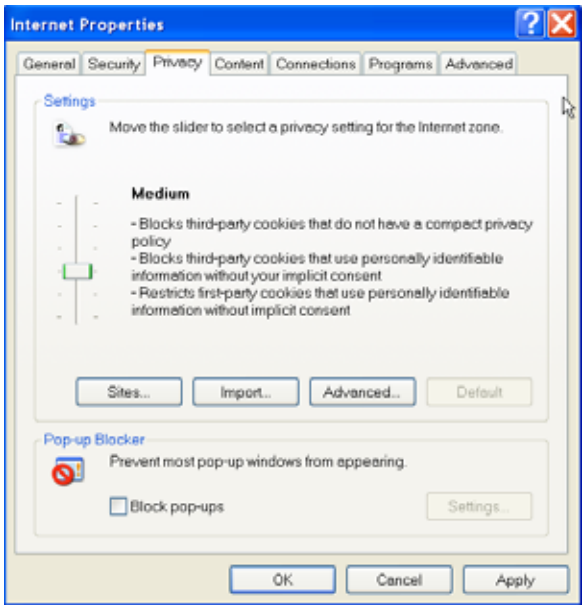

Figure 2 Disable Blocking Pop-Ups

5. Click **Apply**.
6. Click **OK**.

Browser-Based Access

1. Using a supported Internet browser, type the URL of the CC-SG: **https://<IP address>** (for example, https://10.0.3.30). When the security alert window appears, click **Yes** to continue with the procedure. CC-SG is always SSL enabled; when you connect via IE, the Security Alert is displayed because the CA root certificate is not installed in the browser.

Warning - Security
Do you want to trust the signed applet distributed by "Raritan"?
Publisher authenticity verified by: "Unknown issuer"
The security certificate was issued by a company that is not trusted.
The security certificate has not expired and is still valid.
Caution: "Raritan" asserts that this content is safe. You should only accept this content if you trust "Raritan" to make that assertion.
More Details
Yes
No
Always

Figure 3 Security Alert Window

2. You are warned if you are using an unsupported Java Runtime Environment version on your machine. From the window that pops up, select whether you download the correct JRE version from the CC-SG server (if available), download it from the Sun Microsystems web site, or continue with the incorrect version, and click **OK**.

3. With the correct JRE version (or if you continue with an incorrect version) the Login window appears.

Figure 4 Login Window

4. Type your **Username** and **Password** and click **Login**.
5. Upon valid login, the CC-SG application window appears. The menu bar and tool bar, which contain commands for operating CC-SG are at the top of the screen. The Ports tab displays the Ports selection tree. The central panel is where operation screens appear.

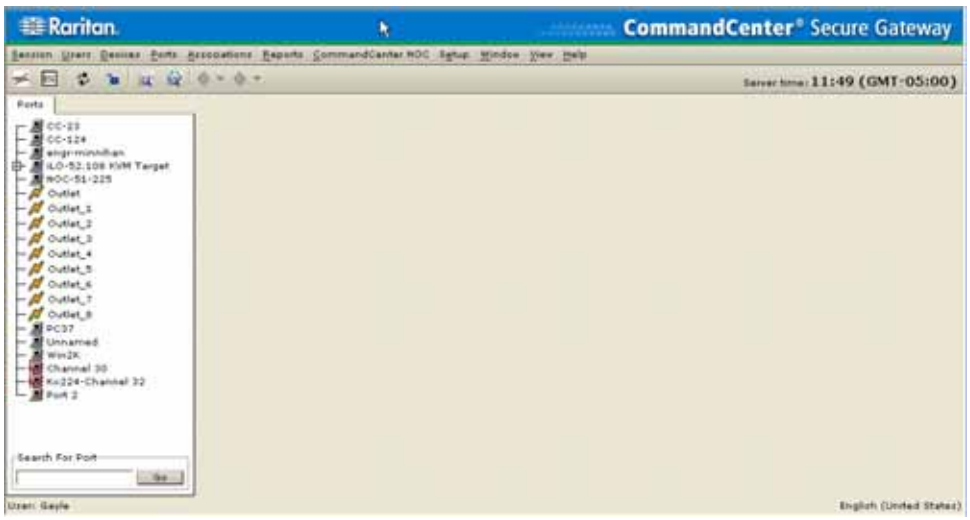

Figure 5 CC-SG Window (Ports Tab)

Standalone Client Access

The standalone CC-SG client allows you to connect to CC-SG servers by launching a Java application instead of running an applet through a Web browser.

1. Install the standalone CC-SG client located on the included CD ROM onto your PC.
2. Double-click on the **CC Application** icon on your desktop to launch the CC-SG client. An address specification window appears.

Figure 6 IP Specification Window

3. Type the IP address of the CC-SG unit you wish to access in the **IP to Connect** field and press **Start**. You are warned if you are using an unsupported Java Runtime Environment version on your machine. Once you have connected to a CC-SG server, its IP address is automatically saved in the client's History file and can be selected from the drop-down menu in the future.
4. After the standalone client successfully connects to CC-SG, the standard login menu appears, and the client looks and behaves just like its browser-based counterpart. Type your **Username** and **Password** and click on **Login** to proceed.

To access a remote target device that is connected via a serial port, click on the Ports tab and select a port. If the port is configured for a console application, a Security Warning appears, indicating that the console applet is a signed applet from Raritan Systems. Click **Yes** and the console port appears.

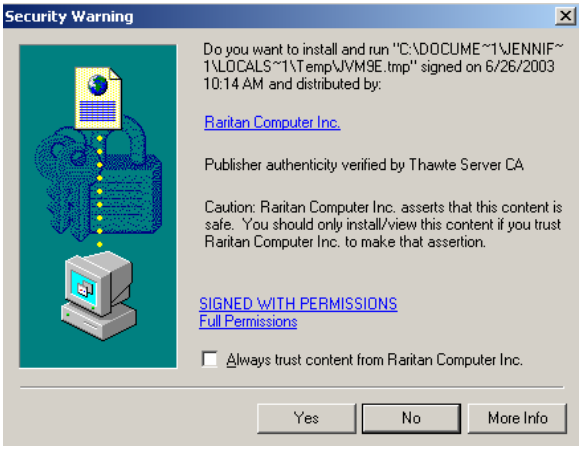
Security Warning
Do you want to install and run "C:\DOCUME~1\JENNIF~1\LOCALS~1\Temp\JVM9E.tmp" signed on 6/26/2003 10:14 AM and distributed by:
Raritan Computer Inc.
Publisher authenticity verified by Thawte Server CA
Caution: Raritan Computer Inc. asserts that this content is safe. You should only install/view this content if you trust Raritan Computer Inc. to make that assertion.
SIGNED WITH PERMISSIONS
Full Permissions
Always trust content from Raritan Computer Inc.
Yes
No
More Info

Figure 7 Security Warning for Signed Console Applet

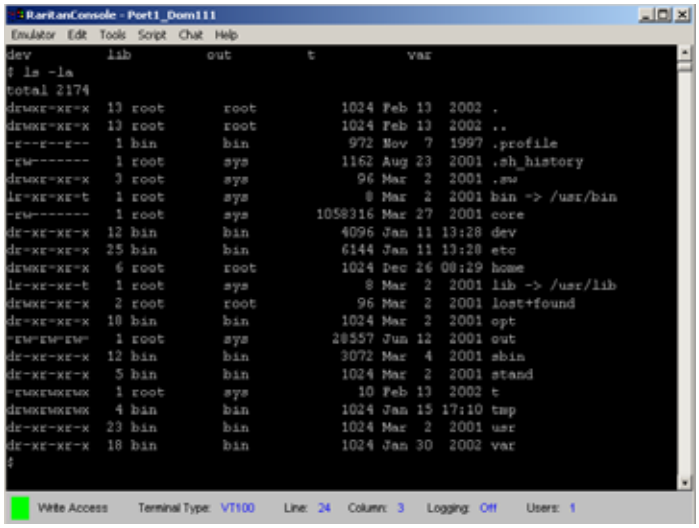
RaritanConsole - Port1_Dom111
Emulator Edit Tools Script Chat Help
dev lib out t var
ls -la
total 2174
drwxr-xr-x 13 root root 1024 Feb 13 2002 .
drwxr-xr-x 13 root root 1024 Feb 13 2002 ..
-r--r--r-- 1 bin bin 972 Nov 7 1997 .profile
-rw------- 1 root sys 1162 Aug 23 2001 .sh_history
drwxr-xr-x 3 root sys 96 Mar 2 2001 .sw
lr-xr-xr-t 1 root sys 8 Mar 2 2001 bin -> /usr/bin
-rw------- 1 root sys 1058316 Mar 27 2001 core
dr-xr-xr-x 12 bin bin 4096 Jan 11 13:28 dev
dr-xr-xr-x 25 bin bin 6144 Jan 11 13:28 etc
drwxr-xr-x 6 root root 1024 Dec 26 08:29 home
lr-xr-xr-t 1 root sys 8 Mar 2 2001 lib -> /usr/lib
drwxr-xr-x 2 root root 96 Mar 2 2001 lost+found
dr-xr-xr-x 10 bin bin 1024 Mar 2 2001 opt
-rw-rw-rw- 1 root sys 28557 Jun 12 2001 out
dr-xr-xr-x 12 bin bin 3072 Mar 4 2001 sbin
dr-xr-xr-x 5 bin bin 1024 Mar 2 2001 stand
-rwxrwxrwx 1 root sys 10 Feb 13 2002 t
drwxrwxrwx 4 bin bin 1024 Jan 15 17:10 tmp
dr-xr-xr-x 23 bin bin 1024 Mar 2 2001 usr
dr-xr-xr-x 18 bin bin 1024 Jan 30 2002 var
#
Write Access Terminal Type: VT100 Line: 24 Column: 3 Logging: Off Users: 1

Figure 8 RaritanConsole Application

Warning: The security warning display (appearing in IE only) appears the first time the user connects to a serial port. Click **Yes** when this display appears; if you click **No**, the console application does not launch and you must exit CC–SG, close the browser, re-launch the browser, and connect to CC–SG again.

For additional details about RaritanConsole operation, please see Raritan's **RaritanConsole User Guide**.

When a custom application is associated with a KVM or serial port, selecting that port launches the associated application. Raritan Remote Control and RaritanConsole are examples of custom applications that can be integrated into CC-SG.

CC-SG Window Components

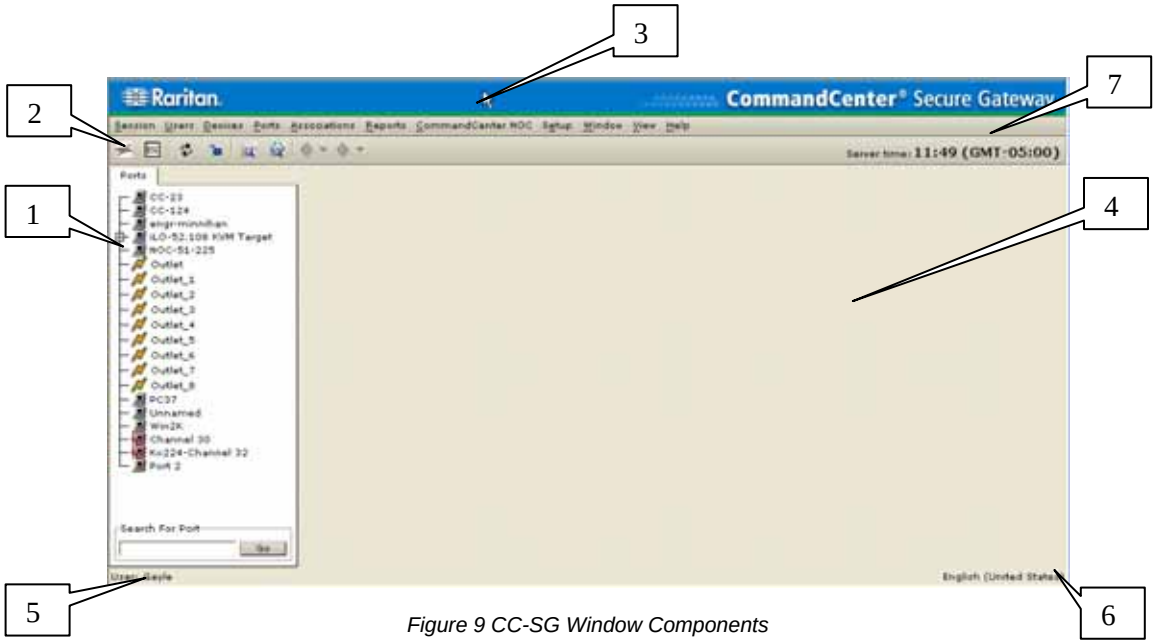

Figure 9 CC-SG Window Components

1. **Ports Selection tab**: All known target Ports are displayed in the Ports tree. Right-click on a port and select **Connect** to connect to that port or double-click on a port.

Note: *To make ports easier to find, right-click on the tree and select the desired listing method under* ***Port Sorting Options****. Ports sorted by name are listed alphabetically; ports sorted by status are grouped in the order of: Available Ports, Busy Ports, Unavailable Ports, and listed alphabetically within each group.*

2. **Quick Commands toolbar**: This toolbar offers some shortcut buttons for executing common commands rapidly.

Note*: The Quick Commands toolbar includes "Back" and "Forward" buttons, the left and right-pointing arrows. Please use these as you would use the Back and Forward commands in your Internet browser. The Back ← arrow button returns you to the last screen you viewed, and the Forward → button moves you forward to the next screen you viewed, after you have used the Back command.*

3. **Operation menu bar**: These drop down menus offer commands to operate CC-SG. Please Note: You can also execute some of these commands by right-clicking on the icons in the Ports tree view.
4. **Main Display area**: The commands you select from the menu bar and/or the tool bar displays in this main area. Displays here are referred to as 'screens' and screens may be broken down into 'panels.'
5. **User ID**: Identification of current logged-in user.
6. **Language Information**: Indication of which language version of CC-SG you are currently using.
7. **Server Time**: This time may be different from the time set on the client. For Administrators, this is important when creating tasks.

Chapter 3: Connecting to and Using Ports

Port commands allow you to connect to, and disconnect from ports of serial devices, generic devices, IPMI servers, and KVM devices managed by your CC-SG.

When you click on the **Ports** tab, the Ports tree displays information about the Ports connected with CC-SG. Clicking on a port displays the View Port screen. Ports are arranged alphabetically by name, or grouped by availability status. Ports arranged by status are sorted alphabetically within their availability grouping. To switch between arranging methods, right-click on the tree, click **Port Sorting Options**, then click **Sort By Port Name** or **Sort By Port Status**.

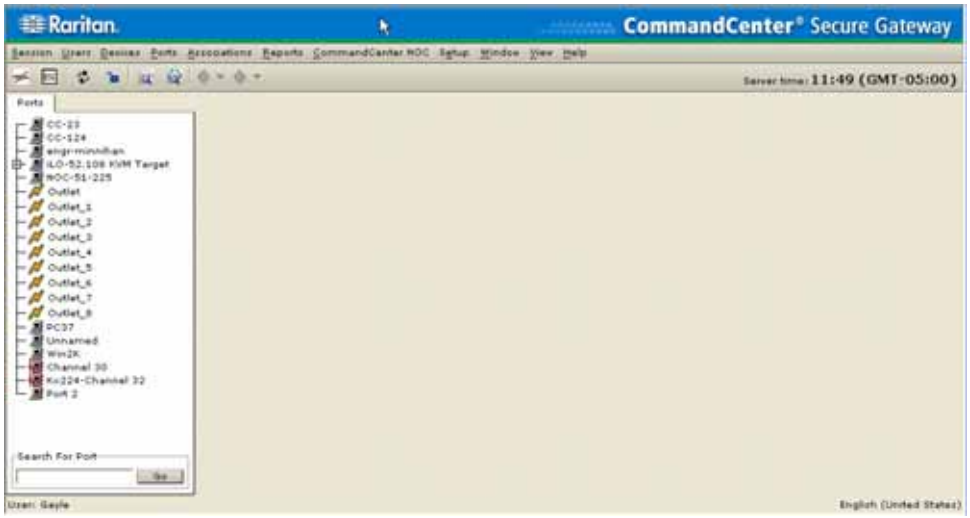

Figure 10 The Ports Tab

Port Icons

For easier identification, different ports have different icons in the tree. In addition, availability status of each port also has a different icon. Refer to the table for port icon descriptions.

ICON	MEANING
	Device available
	Port available
	Ghosted Port – a ghosted port can occur when managing Paragon devices and when a CIM or target server is removed from the system or powered off but a record of it remains.
	KVM port connected – in current user session
	Port paused – because device is paused
	Port unavailable – because device is unavailable
	Port busy – other user connected to port
	Serial port available – not connected
	Serial port connected – in current user session
	Serial port busy – other user connected to port
	Serial port unavailable – device is down and unavailable
	Serial port paused – because device is paused
	Power strip available
	Outlet port available
	Power strip paused
	Outlet paused

Important! Many of the menu bar commands described in this chapter can be accessed by right-clicking on a Port icon and selecting a command from the shortcut menu that appears.

Connect to Ports

Once ports have been configured, you are ready to connect to these ports and manage them through the applications they have been configured with, for example, Raritan Console (RC), Raritan Remote Client (RRC), or Multi-Platform Client (MPC) application.

***Note**: If using the MPC application, saving the user profile from MPC also saves it to CC-SG. Thereafter, when connecting to a port using MPC, the saved settings are applied to the MPC session.*

Connect to a Serial Port

1. In the Ports tree, select a serial port to connect to and manage.
2. On the **Ports** menu, click **Connect Port**. Or, you can right-click on a port icon or double-click on a port icon.
3. The Raritan Console application launches in a new window. Use the application to manage the devices and ports.

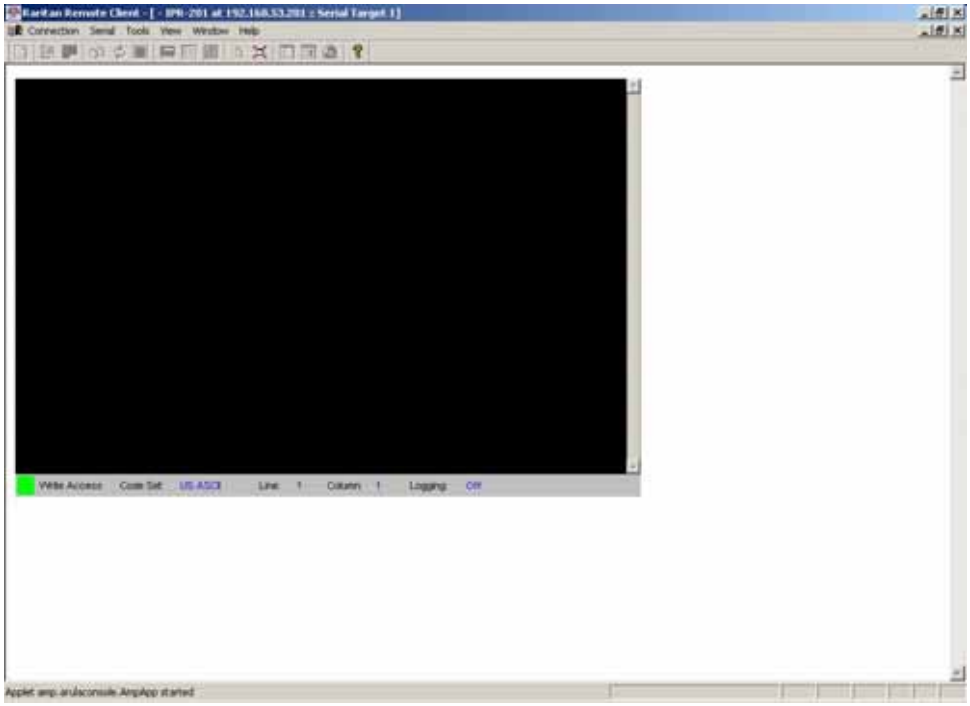

Figure 11 Raritan Remote Client Window

4. When you are finished using RRC to manage the port, on the RRC **Connection** menu, click **Exit**.
5. Repeat steps 1 through 4 to connect to and manage other serial ports.

Connect to a KVM Port

1. In the Ports tree, select a KVM port to connect to and manage.
2. On the **Ports** menu, click **Connect Port**. Or, you can double-click on a port icon.
3. While RRC or MPC launches, a **Connection Status** window informs you of connection status. Once a connection is established, RRC or MPC opens in a new window.

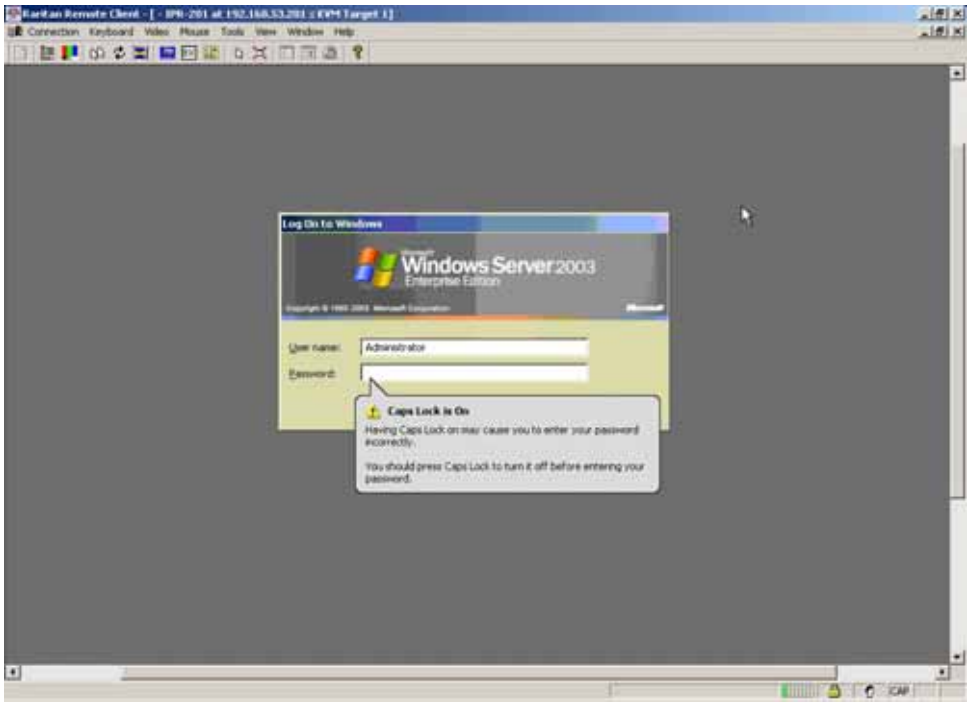

Figure 12 Raritan Remote Client Window

Figure 13 Multi-Platform Client Window

4. When you are finished using RRC or MPC to manage the port, from the **Connection** menu, click **Exit**.
5. Repeat steps 1 through 4 to connect to and manage other KVM ports.

***Note**: If the KVM port is on sleep mode and indicates "no video signal," press the space bar on your keyboard until you 'wake up' the port.*

Connect to a Generic Port with In-band Access

1. In the Ports tree, select a Generic port to connect to and manage.
2. On the **Ports** menu, click **In-band Access**. Or, you can double-click on a port icon. The **Application Start-up Parameters** screen appears.

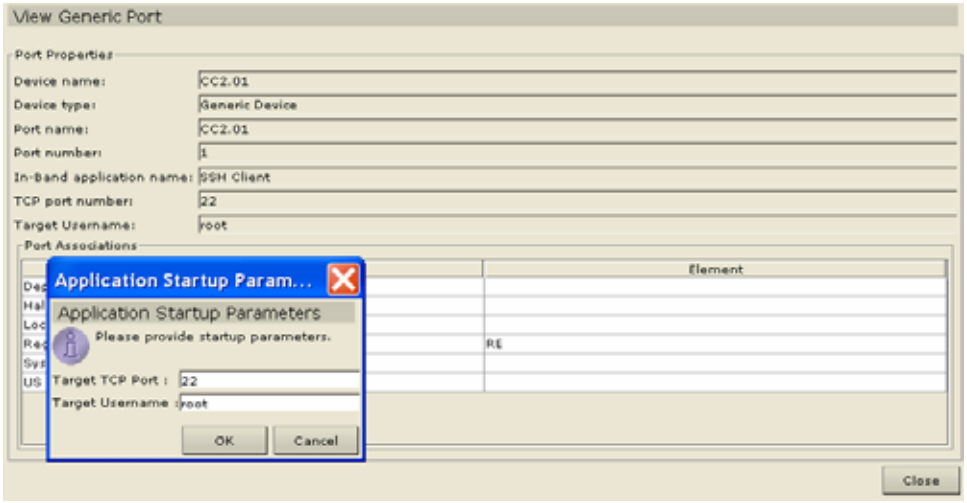

Figure 14 Application Startup Parameters Window

3. If you specified the **Target TCP Port** number and **Target Username** while you configured the Generic Port, they are already entered in the screen. Otherwise, you need to type them now. Click **OK** or **Cancel** to exit without connecting.

4. If authentication has been configured for the in-band application, type the **password** to proceed.

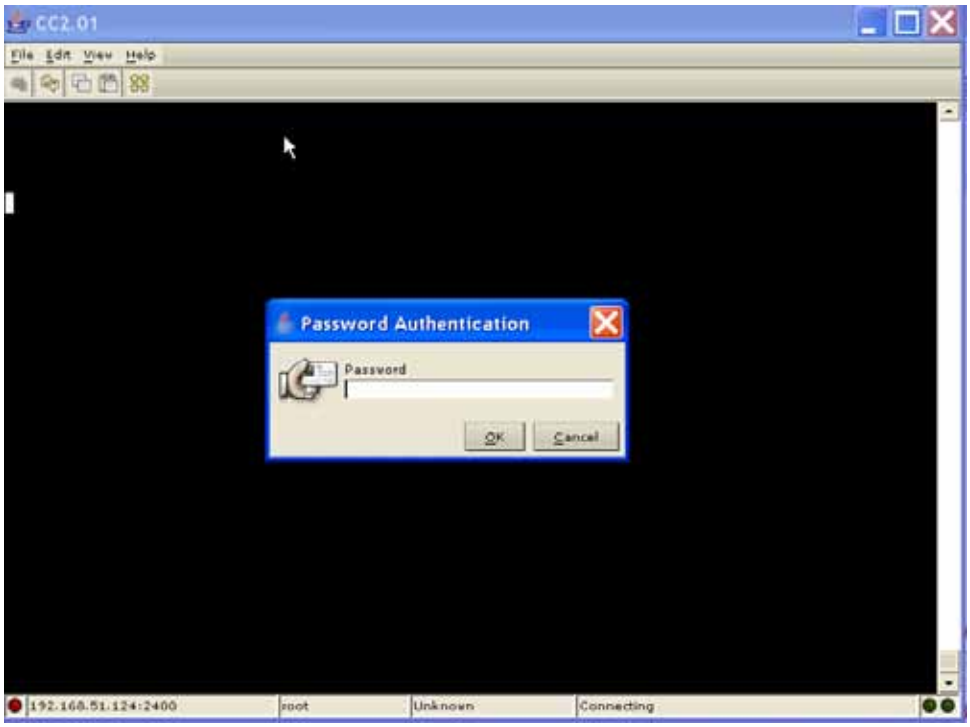

Figure 15 Connecting to Generic Device with SSH

5. If authentication is successful for the in-band application, you see a command prompt.

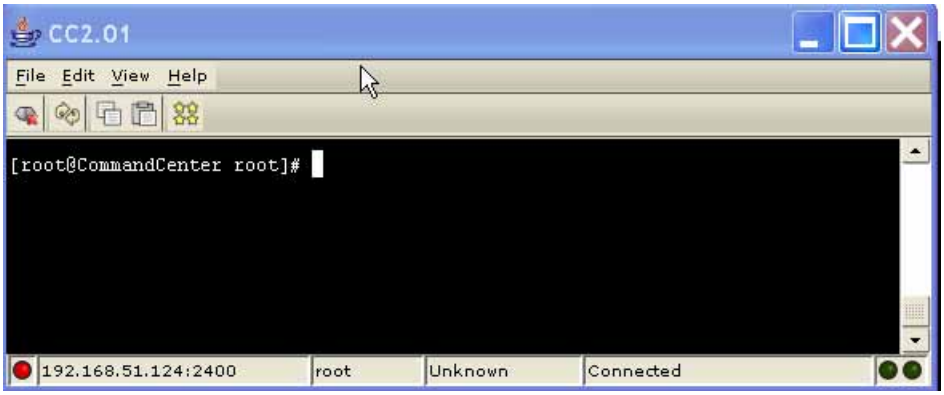

Figure 16 SSH Command Prompt

6. When you are finished using the in-band application, such as SSH, to manage the port, type **exit** and press **ENTER**.
7. Repeat steps 1 through 6 to connect to and manage other Generic ports.

Connect to an iLO/RILOE Port

1. In the Ports tree, select an iLO or RILOE target to connect to and manage.
2. On the **Ports** menu, click **Connect Port**. Or, you can double-click on a port icon.
3. A new java applet, HP's **Remote Console** launches and once the applet loads, you have KVM access to the iLO/RILOE-enabled server.

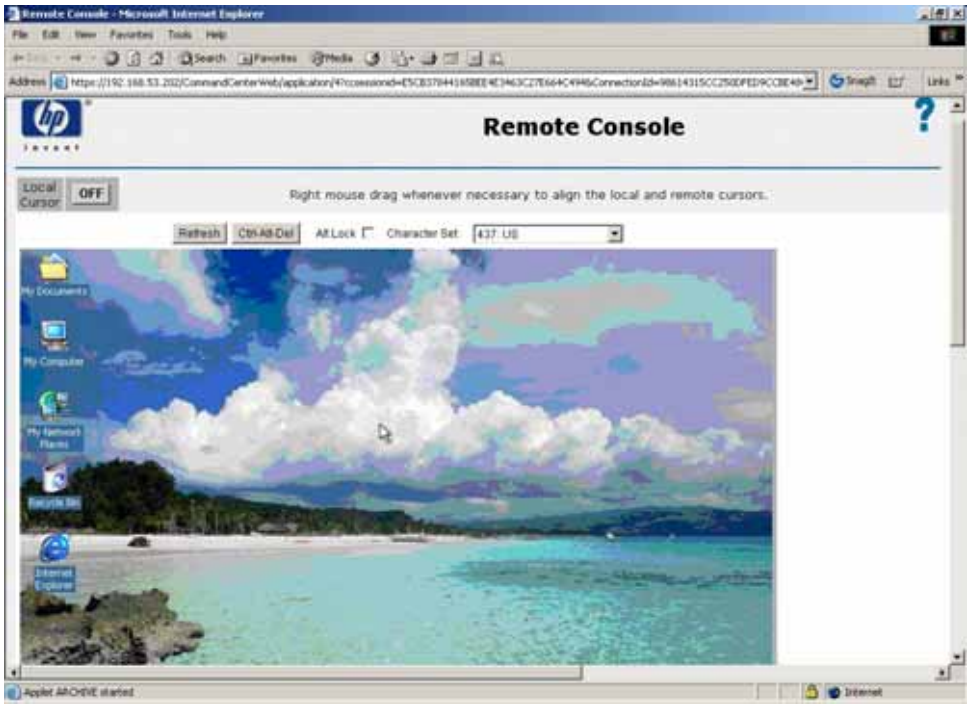

Figure 17 HP's Remote Console Applet

4. When you are finished using **Remote Console**, close the browser window.
5. Repeat steps 1 through 4 to connect to and manage other HP iLO/RILOE ports.

Managing an iLO/RILOE Power Port

1. Click on the **Ports** tab and select an iLO or RILOE Power Supply node for the iLO/RILOE target you want to manage.
2. On the **Ports** menu, click **Power Port Manager**.
3. The **Port Power Management** screen for the iLO/RILOE target appears.

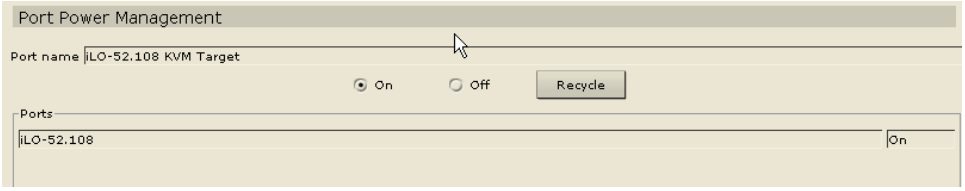

Figure 18 Port Power Manager for iLO/RILOE targets

4. Click the **On** or **Off** radio buttons for each outlet to power ON or power OFF the target.
5. Click **Recycle** to restart the device connected to the target.
6. Click **Close** to close the Port Power Manager screen.

***Note**: Targets of an iLO/RILOE device are powered on/off and recycled directly. Targets of Raritan Dominion products, such as KX, SX, are managed via outlets of a power strip that are associated with a port of a Dominion device.*

Managing an IPMI Server Power Port

1. Click on the **Ports** tab and select an Outlet port for the IPMI server target you want to manage.
2. Double-click on the port. The **Port Power Management** screen for the IPMI server target appears.

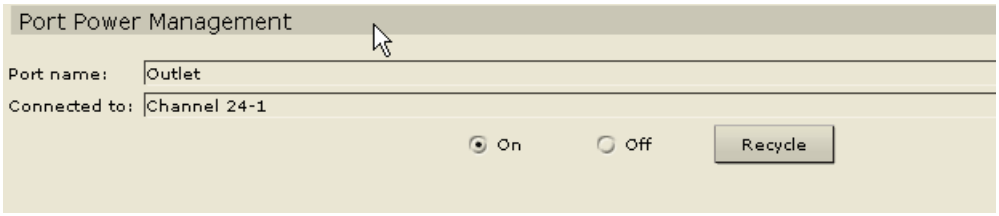

Figure 19 Port Power Manager for IPMI server targets

3. Click the **On** or **Off** radio buttons for each outlet to power ON or power OFF the target.
4. Click **Recycle** to restart the device connected to the target.
5. Click **Close** to close the Port Power Manager screen.

***Note**: The IPMI Server can be powered on/off and recycled directly.*

Disconnect from a Port

To disconnect any serial, KVM, or outlet port in the Ports tree that you are currently connected to, use the Disconnect Port command.

1. On the **Reports** menu, click **Active Ports**. The **Active Ports** report is generated.

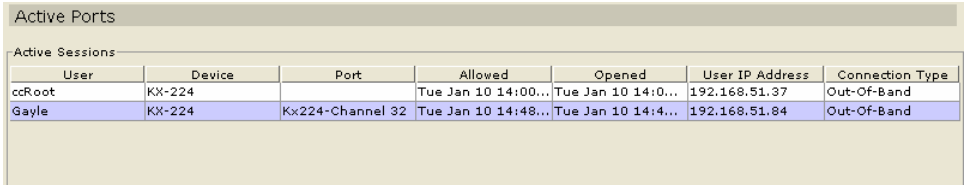

Figure 20 Active Ports Report

2. Select the active port to be disconnected from the list.
3. Click **Disconnect** to disconnect the port or click **Close** to exit without disconnecting.
4. Repeat steps 1 through 3 to disconnect other ports.

***Note**: You cannot disconnect from ports that were currently not initiated by you.*

View Ports

Regular View

Select this command to view the Ports tree grouped in default view (you can change the regular view by assigning new criteria to a custom view, see the next section **Custom View**.

1. On the **Ports** menu, click **Change View**, and then click **Regular View**. The **Regular View** of the Ports tree appears.

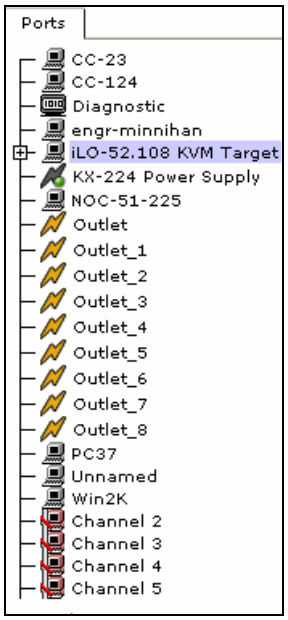

Figure 21 Ports Tree in Regular View

Ports are arranged alphabetically by name, or grouped by availability status. Ports arranged by status are sorted alphabetically within their availability grouping. To switch between arranging methods, right-click on the tree, click **Port Sorting Options**, then click **Sort By Port Name** or **Sort By Port Status**.

Custom View

You can customize the Ports tree view by organizing your ports to appear in the format of your choice. You might want to view ports by device, or by rack, or by any other option that helps you differentiate between them. Set up a Custom View following the instructions in the next sections.

1. On the **Ports** menu, click **Change View** and then click **Custom View**. The **Custom View** screen appears.

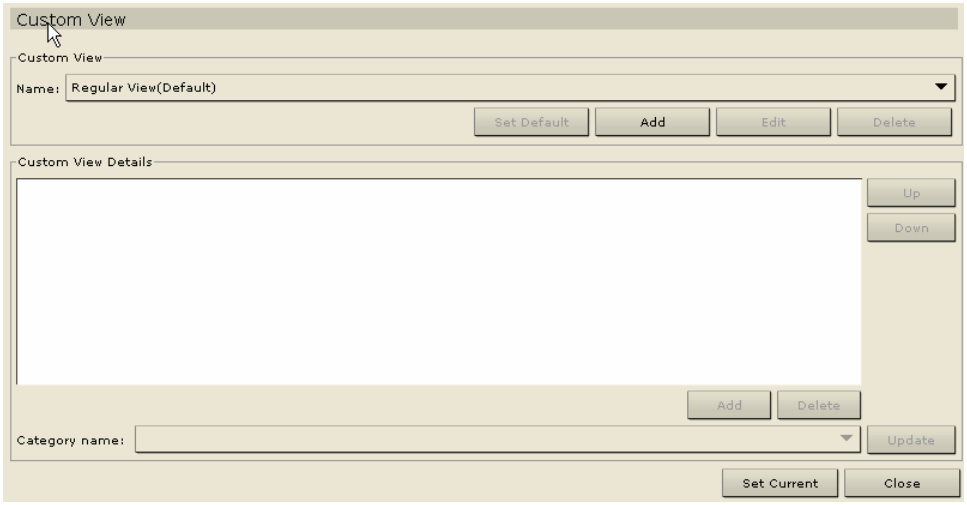

Figure 22 Custom View Screen

2. To customize your view, click on the **Name** drop-down arrow and select a custom view that has already been saved in the database. Details of the View categories appear in **Custom View Details** field
3. Click **Set Current** to arrange the Ports tree to reflect the selected custom view.
4. Click **Close** to close the **Custom View** screen.
5. Repeat steps 1 through 4 to change custom view.

Ports are arranged alphabetically by name, or grouped by availability status. Ports arranged by status are sorted alphabetically within their availability grouping. To switch between arranging methods, right-click on the tree, click **Port Sorting Options**, then click **Sort By Port Name** or **Sort By Port Status**.

Add Custom View

1. Click on the **Ports** tab.
2. On the **Ports** menu click **Change View,** and then click **Custom View**. The **Custom View** screen appears.
3. In the **Custom View** panel click **Add**. An **Add Custom View** window appears.

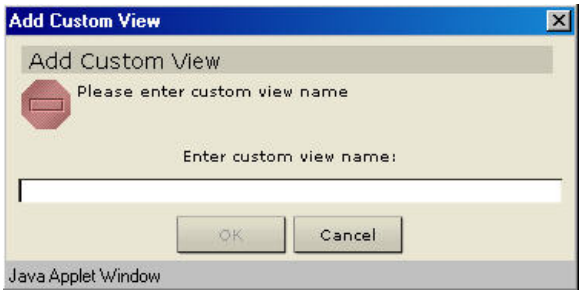

Figure 23 Add Custom View Window

4. Type a new custom view name and click **OK** or click **Cancel** to close the window. The new view name appears in the **Name** field.
5. In the **Custom View Details** panel, click on the drop-down arrow at the bottom of the panel. This list contains categories that you can use to filter custom views. Select a detail from the drop-down list and click **Add** to add the detail to the **Custom View Details** panel. Select as many details as needed.
6. To re-order the details in the **Custom User Details** panel, select a detail and use the **Up** and **Down** buttons to arrange details in the order you want devices sorted. To remove a detail from the list, select the detail and click the **Delete** button in the **Custom User Details** panel.
7. Click **Update** to update the custom view. A **Custom View Updated Successfully** message confirms that the custom view has been updated.
8. Click **Set Current** to arrange the Devices tree to reflect the selected custom view.
9. Click **Close** to close the **Custom View** screen.
10. Repeat steps 1 through 9 to add a new custom view.

Edit Custom View

1. On the **Ports** menu click **Change View,** and then click **Custom View**. The **Custom View** screen appears.
2. Click on the **Name** drop-down arrow in the **Custom View** panel and select the custom view to be edited. Click **Edit**. An **Edit Custom View** window appears.

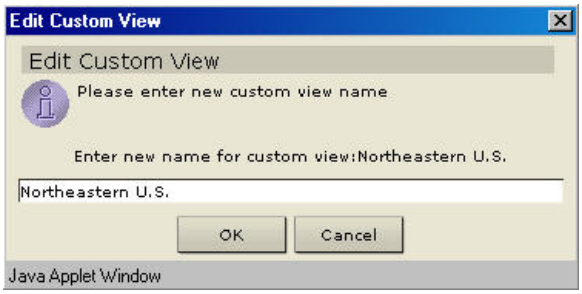

Figure 24 Edit Custom View Window

3. Type a new custom view name and click **OK** to confirm or **Cancel** to close window.

4. In the **Custom View Details** panel, click on the drop-down arrow at the bottom of the panel. This list contains categories that you can use to filter custom views. Select a detail from the drop-down list and click **Add** to add the detail to the **Custom View Details** panel. Select as many details as needed.
5. To re-order the details in the **Custom User Details** panel, select a detail and use the **Up** and **Down** buttons to arrange details in the order you want devices sorted. To remove a detail from the list, select the detail and click the **Delete** button in the **Custom User Details** panel.
6. Click **Update** to update custom view. A **Custom View Updated Successfully** message confirms that the custom view has been updated.
7. Click **Set Current** to arrange the Devices tree to reflect the selected custom view.
8. Click **Close** to close the **Custom View** screen.
9. Repeat steps 1 through 8 to edit other custom views

Delete Custom View

1. On the **Ports** menu click **Change View,** and then click **Custom View**. The **Custom View** screen appears.
2. Click on the **Name** drop-down arrow in the **Custom View** panel and select the custom view to be deleted.
3. Click on the **Delete** button in the **Custom View** panel. A **Delete Custom View** window appears.

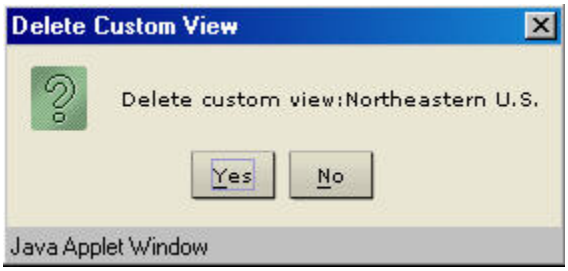

Figure 25 Delete Custom View Window

4. Click **Yes** to delete the custom view or **No** to close the window.
5. Click **Close** to close the **Custom View** screen.
6. Repeat steps 1 through 5 to delete other custom views.

Port Power Manager

Manage the power to outlet ports directly using this screen.

1. Select an outlet port from the Ports tree.
2. On the **Ports** menu, click **Port Power Manager**. The **Power Port Management** screen appears.

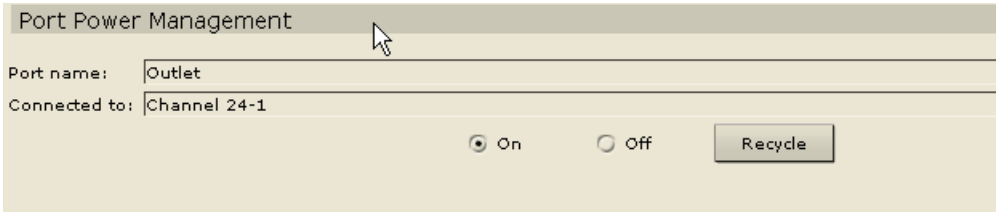

Figure 26 Port Power Management Screen

3. Click the **On** option button to power ON the port.
4. Click the **Off** option button to power OFF the port.
5. Click **Recycle** to recycle power to a port, that is, power it OFF, and then power it back ON again.
6. Click **Close** to close the **Port Power Management** screen.
7. Repeat steps 1 through 6 to manage power for other ports.

Port Chat

A utility called **chat** is available to all CC-SG GUI users who have connected to the same port. All users who are connected to the same port can participate in a chat session. Assuming the device supports multiple simultaneous connections, chat is started automatically if you connect to a busy port.

1. To invoke chat, you must be connected to a port on a device.
2. Right-click on the port and click **Chat**.
3. Click **Start Chat Session**. All users who are accessing that port are displayed under **Users**.

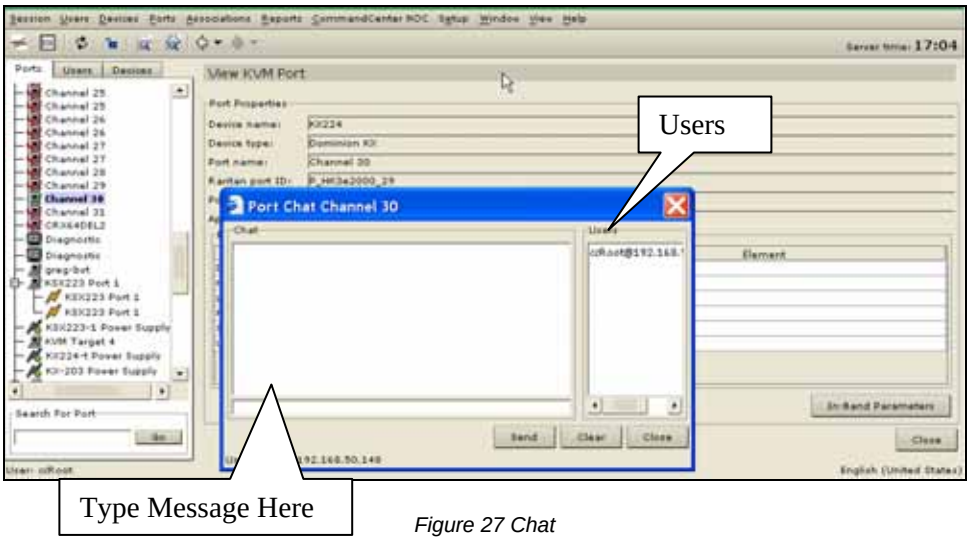

Figure 27 Chat

4. Type your message in the bottom box and click **Send**.
5. To end the chat session, click **Close** or right-click on the port, click **Chat**, then **End Chat Session**. Any participant can end a chat session. However, if the user who initiated the chat ends the session, then the entire chat session is terminated and all chat windows are closed. If you end a chat session and you are not the initiator, then you can rejoin the session later if it is still active.

Bookmark Port

If you frequently access a particular port connected to a target server, you may want to bookmark it so it is readily available from your browser. Every time a bookmarked port is accessed, a license is used for the session. To add more licenses, please see Raritan's **CommandCenter Secure Gateway Administrator Guide** for additional information.

1. Click on the **Ports** tab.
2. Right-click on the port you want to bookmark.
3. Click **Bookmark Port**.

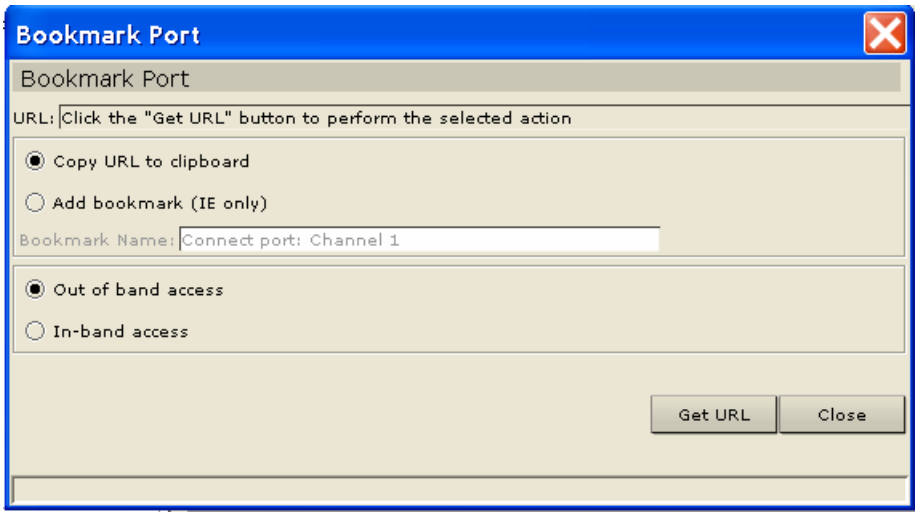

Figure 28 Bookmark Port

4. Click either **Copy URL to clipboard** or **Add bookmark (IE only)**.
   A. If you choose **Copy URL to clipboard**, click **Get URL**. The URL for the bookmark is displayed in the URL field of the window and copied to the clipboard. Open a new browser window, and paste the URL into the **Address** field of your browser. Either click **Go** or press **ENTER**. Log into CC-SG as a user who has privileges to access the port. The default out-of-band or in-band application is displayed to connect to the port. You can add this port as a bookmark in your browser.
   B. If you choose **Add bookmark (IE only)**, type a new bookmark name or accept the default name, for example, Connect port: Channel 5. Click **Get URL** and the **Add Favorite** window is displayed. Click **OK**.

Figure 29 Add Favorite Screen

Open a new browser window and select **Favorites**. Click on the bookmarked port and log into CC-SG as a user who has privileges to access the port. The default out-of-band or in-band application is displayed to connect to the port.

5. If the port was configured with both **Out-of-band access**, such as Raritan Remote Console, and **In-band access**, such as SSH Client, choose the access method to be used when the port is selected as a bookmark.

Search for Ports

CC-SG can search for a port name or IP address that satisfies the text typed in the search box. Searches are case-insensitive.

1. Click on the **Ports** tab.

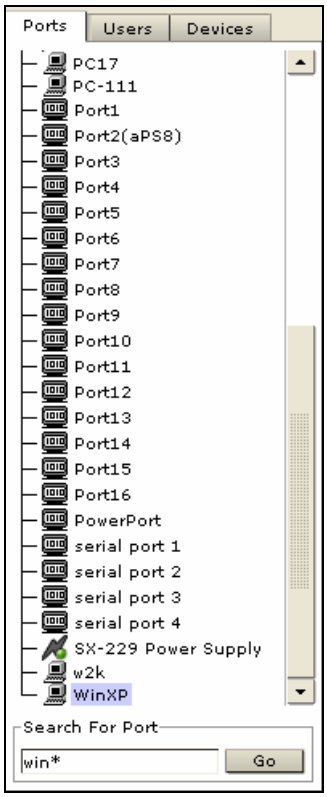

Figure 30 Search for Ports

2. At the bottom of the window, type a search string in **Search For Port**.
3. Click **Go** or press **ENTER**.

Navigation Tips

- When a port has been found and is highlighted in the Ports tree, use the ↓ and ↑ keys to navigate to the next port.
- When a port is highlighted in the Ports tree, pressing **ENTER** uses the default out-of-band access method to connect to the port. This is equivalent to double-clicking the port.
- When a port is highlighted in the Ports tree, press the **TAB** key to return to the Search For Port box.
- To clear the results and refresh the display in the Ports tree, you can press the **F5** key or click in the toolbar.

Supported Wildcards

These wildcards are supported:

WILDCARD	DESCRIPTION
?	Indicates any character.
[-]	Indicates a character in range.
*	Indicates zero or more characters.

Examples are as follows:

EXAMPLE	DESCRIPTION
Solaris?	Locates Solaris1, and SolarisN, but not Solaris1Z.
Windows*	Locates Windows2000, Windows2003 Server.
Windows[0-9][0-9][0-9][0-9]	Locates Windows2000, but not Windows2003 Server.
192.*	Locates all ports that have been configured with an IP address starting with **192**.

Chapter 4: Generating Reports

Reports can be sorted by clicking on the column headers. Click on a column header such as User Name, Access Time, etc., to sort report data by that value. The data refreshes in ascending order alphabetically, numerically, or chronologically. Click on the column header again to sort in descending order. Please note the arrowhead pointing upwards or down next to the cell name, indicating how the report is sorted.

The column width in all reports can be sized by resting your mouse pointer on the column divider in the header row until it becomes a double-headed arrow. Click and drag the arrow to the left or right to adjust column width.

The sorting value and column width you use becomes the default report view the next time you log in and run CC-SG reports. For all reports, you can double-click on a row to view further details of the report.

***Note**: In all reports, use CTRL+click to deselect a highlighted row.*

Active Ports Report

The Active Ports report displays ports that are currently in use. You can view or disconnect ports that you initiated from this report.

1. On the **Reports** menu, click **Active Ports.** The **Active Ports** report is generated.

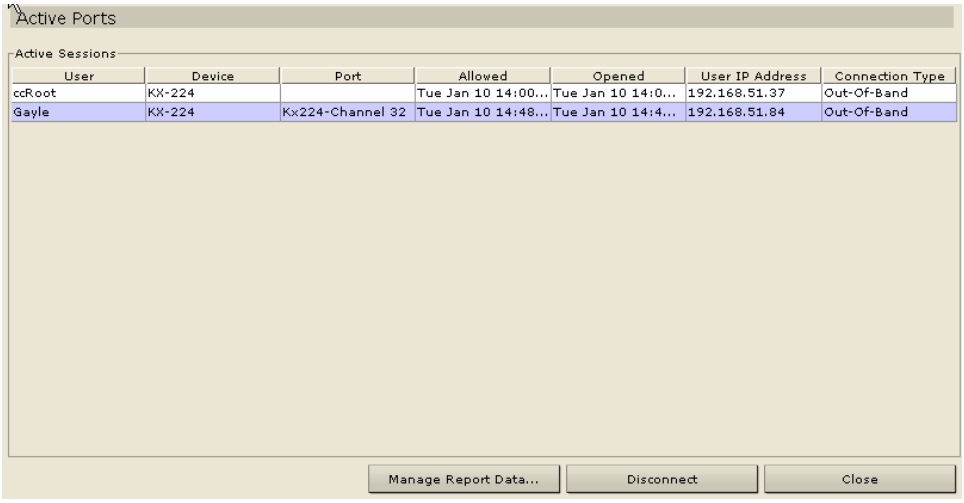

Figure 31 Active Ports Report

2. To disconnect a port you are connected to, select the port to be disconnected and click **Disconnect** to disconnect the selected ports from their current sessions.
3. Click **Manage Report Data** to save or print the report. Click **Save** to save the report to a location of your choice or **Print** to print the report. Click **Close** to close the window.
4. Click **Close** to close the **Active Ports** report.

***Note**: You cannot disconnect from a port that you did not initiate.*

User Data Report

The User Data report displays certain data on all users in the CC-SG database. From **User Name** field you can see names of users currently in session. From **Description** field you can see description of user. From **Phone** field you can see user dial back telephone number. Form **Enabled** field you can see information if check box **Login** is enabled. From **Password Expiration** you can see password expiration period in days.

1. On the **Reports** menu, click **User Data**. The **All Users' Data** report is generated. Use the scroll bar to scroll through the list and view all entries.

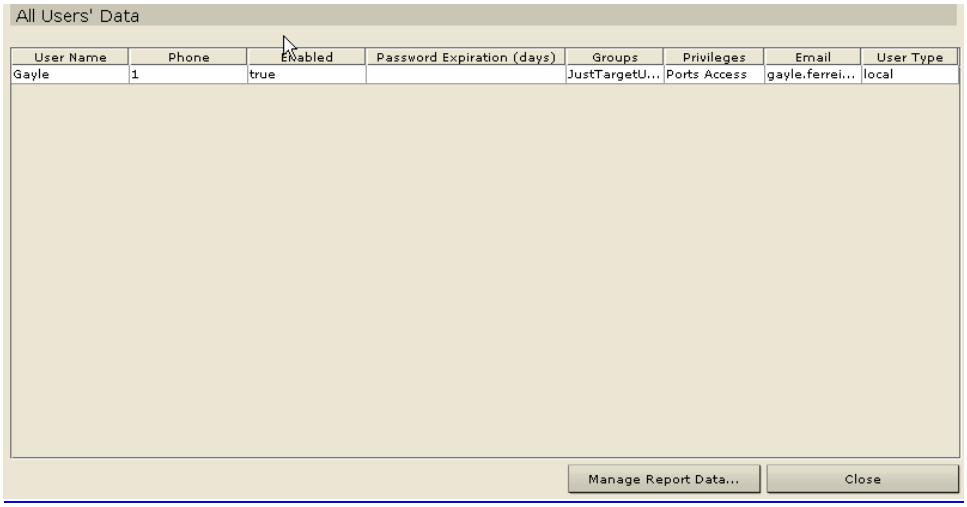

Figure 32 All Users' Data Report

2. Click **Manage Report Data…** to save or print the report. Click **Save** to save the report to a location of your choice or **Print** to print the report. Click **Close** to close the window.
3. Click **Close** to close the **All Users' Data** report.

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